



TORQ Analysis of Billing, Cost, and Rate Clerks to Payroll and Timekeeping Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Billing, Cost, and Rate Clerks	43-3021.02	Abilities:	Importance Level: 50	Weight: 1
To Title:	Payroll and Timekeeping Clerks	43-3051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

94

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	95	Level	93	Level	94

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Deductive Reasoning	50	8	65	Mathematics	60	12	77	Clerical	79	5	80
Oral Expression	57	7	68	Time Management	63	10	83				
Mathematical Reasoning	48	7	68	Speaking	61	1	74				
Written Comprehension	55	7	62								
Inductive Reasoning	44	3	53								
Oral Comprehension	53	2	68								
Near Vision	57	2	65								
Written Expression	44	2	56								
Selective Attention	37	2	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Payroll and Timekeeping Clerks. GAP refers to level difference between Billing, Cost, and Rate Clerks and Payroll and Timekeeping Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks	Importance
Information Ordering	48	46	75



Oral Comprehension	51	53	68
Oral Expression	50	57	68
Problem Sensitivity	44	41	68
Mathematical Reasoning	41	48	68
Deductive Reasoning	42	50	65
Near Vision	55	57	65
Written Comprehension	48	55	62
Speech Recognition	48	39	62
Speech Clarity	44	39	62
Written Expression	42	44	56
Inductive Reasoning	41	44	53
Selective Attention	35	37	53
Category Flexibility	44	41	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks	Importance
Time Management	53	63	83
Reading Comprehension	67	64	77
Mathematics	48	60	77
Active Listening	68	66	74
Speaking	60	61	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks	Importance
Clerical	74	79	80

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks	Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	6%	Post-Masters Cert	0%	0%
4-6 years	11%	1%	Master's Degree	0%	0%
2-4 years	14%	32%	Post-Bachelor Cert	0%	0%
1-2 years	35%	25%	Bachelors	18%	8%
6-12 months	15%	17%	AA or Equiv	24%	3%
3-6 months	8%	5%	Some College	4%	28%
			Post-Secondary		



1-3 months	0%	1%	Certificate	15%	10%
0-1 month	0%	0%	High School Diploma or GED	35%	41%
None	13%	10%	No HSD or GED	1%	0%

Billing, Cost, and Rate Clerks

Payroll and Timekeeping Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

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Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

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Tasks

Billing, Cost, and Rate Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.

Payroll and Timekeeping Clerks

Core Tasks

Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.



- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines

- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

Detailed Tasks

Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Tools - Examples



- prepare billing statements
- prepare cost estimates
- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

Labor Market Comparison

Description	Billing, Cost, and Rate Clerks	Payroll and Timekeeping Clerks	Difference
Median Wage	\$ 27,580	\$ 30,470	\$ 2,890
10th Percentile Wage	\$ 20,390	\$ 22,470	\$ 2,080
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,490	\$ 35,970	\$ 4,480
90th Percentile Wage	\$ 36,570	\$ 40,700	\$ 4,130
Mean Wage	\$ 27,790	\$ 31,260	\$ 3,470
Total Employment - 2007	1,990	650	-1,340
Employment Base - 2006	2,045	672	-1,373
Projected Employment - 2016	2,066	649	-1,417
Projected Job Growth - 2006-2016	1.0 %	-3.4 %	-4.5 %
Projected Annual Openings - 2006-2016	28	17	-11

National Job Posting Trends

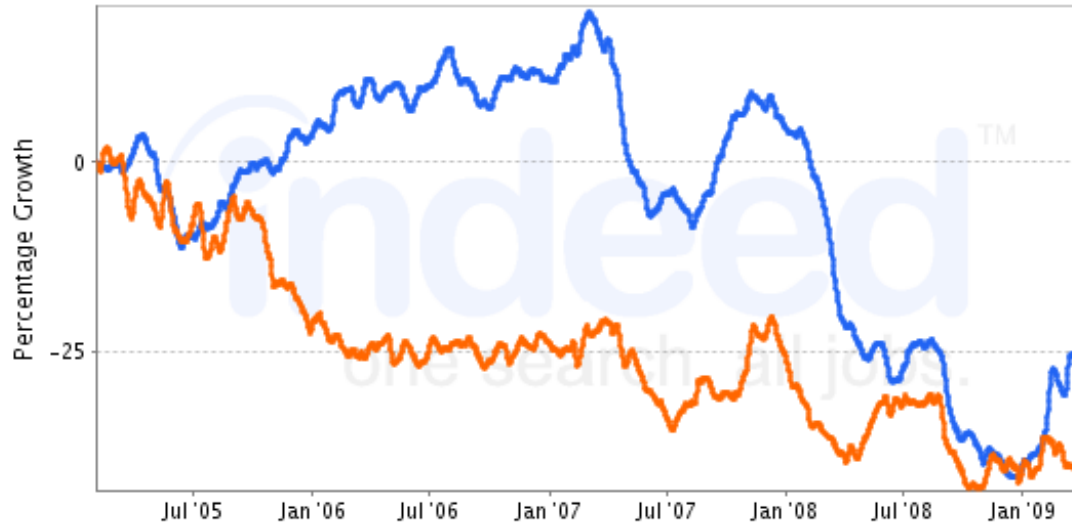
Trend for Billing, Cost, and Rate Clerks

Trend for
Payroll and
Timekeeping
Clerks



Job Trends from Indeed.com

— Rate Clerk — Payroll Clerk



Data from [Indeed](http://Indeed.com)

Recommended Programs

Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Billing, Cost, and Rate Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-3021.02	Billing, Cost, and Rate Clerks	100	3	1,990	\$27,580.00	\$0.00	1%	28
43-9041.01	Insurance Claims Clerks	95	2	1,810	\$31,380.00	\$3,800.00	-8%	22
43-3051.00	Payroll and Timekeeping Clerks	94	3	650	\$30,470.00	\$2,890.00	-3%	17
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$3,800.00	-8%	22
43-4031.01	Court Clerks	92	2	1,190	\$27,650.00	\$70.00	9%	37



43-3021.01	Statement Clerks	92	2	1,990	\$27,580.00	\$0.00	1%	28
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	92	3	7,220	\$29,840.00	\$2,260.00	6%	177
43-4011.00	Brokerage Clerks	92	3	270	\$39,120.00	\$11,540.00	-13%	8
43-4031.03	License Clerks	92	2	1,190	\$27,650.00	\$70.00	9%	37
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$28,510.00	-1%	12
43-4141.00	New Accounts Clerks	91	2	210	\$28,080.00	\$500.00	-14%	6
43-3021.03	Billing, Posting, and Calculating Machine Operators	91	2	1,990	\$27,580.00	\$0.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	91	3	3,330	\$38,830.00	\$11,250.00	6%	76
43-6014.00	Secretaries, Except Legal, Medical, and Executive	91	2	10,400	\$28,260.00	\$680.00	-6%	172
43-4131.00	Loan Interviewers and Clerks	91	2	770	\$28,060.00	\$480.00	-9%	14

Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%



Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%

Top Industries for Billing, Cost, and Rate Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%